

# CLIENT CHARTER AND INFORMATION

**GCLS provides free legal services to people who live, work and study in the Gippsland region.**

## **What we do:**

- Provide Duty Lawyer services at various courts throughout Gippsland
- Provide Legal Advice
- Assist with legal matters including casework and court/ tribunal representation
- Present community and school legal education
- Undertake legal reform and advocacy work

GCLS focuses on assisting those who are suffering from social or economic disadvantage.

## **Your rights**

In your dealings with GCLS you will:

- be treated with courtesy, respect and consideration;
- have your matter dealt with in a prompt and appropriate manner;
- receive accurate information and advice which will be explained in a clear manner;

- be able to ask questions and make your own decisions regarding your legal matter;
- have your special needs taken into account;
- have access to an interpreter/translation services if required;

## **Your responsibilities to GCLS**

In your dealings with GCLS we ask you to:

- let us know if you have particular needs or concerns;
- supply all documents and records relevant to your matter;
- give us honest, accurate and complete information;
- let us know in advance if you are unable to keep an appointment;
- let us know if you change address or phone number; and
- treat staff and volunteers with respect and consideration.

## **Gippsland Community Legal Service**

PO Box 619, Morwell, Victoria, 3840

**Freecall:** 1800 004 402

**Email:** [gcls@anglicarevic.org.au](mailto:gcls@anglicarevic.org.au)

**Phone:** (03) 5135 9550

**Web:** [gcls.org.au](http://gcls.org.au)

**Fax:** (03) 5135 9510

## Confidentiality

GCLS is a service of Anglicare Victoria however all GCLS client information and details are kept confidential by GCLS staff and this information is not available to other Anglicare Victoria services, programs or workers.

GCLS staff will be asking you for some information about yourself and the nature of your legal matter. This information is necessary for our own records:

- all information is strictly confidential and all GCLS staff are bound by law and our own policies and procedures not to divulge any information you provide;
- if the need arises to discuss your information with another program (including other Anglicare Victoria programs) or service provider/s we will only do this if we have your express consent; and
- we will keep a record of your matter for seven (7) years. Your records will be destroyed after this time, except in circumstances where your instructions or legislation is to the contrary.

Please be aware that if you decline to provide some personal information to the GCLS we may be unable to assist you in relation to your legal situation.

If unhappy, breaches of your privacy can be reported to the appropriate State or Commonwealth Privacy Commissioners.

## Feedback and complaints

- If the advice or information we give you is helpful to you, please let us know.
- From time to time we conduct confidential client surveys. If you are asked to participate, we would be grateful if you could complete the survey and return it to our office.

- If you are not satisfied with the service provided to you, or if you have any comments or concerns at all, please feel free to discuss them with the staff member who assisted you. Should you prefer, you are most welcome to discuss your complaint with our Principal Lawyer on 1800 004 402.
- If you are not satisfied with this response and if your complaint is in relation to legal services provided to you, you can have your complaint dealt with by the Legal Services Commissioner. We are happy to give or send you one of their brochures.

## Victorian Legal Services Commissioner

GPO Box 492 Melbourne VIC 3001

Level 5, 555 Bourke Street, Melbourne, Victoria, 3000

**Freecall:** 1300 796 344 (toll free) or

**Phone:** 03 9679 8001 **Fax:** 03 9679 8101

**Email:** [admin@lsbc.vic.gov.au](mailto:admin@lsbc.vic.gov.au)

**Web:** [www.lsbc.vic.gov.au](http://www.lsbc.vic.gov.au)

- If your complaint is a general service complaint and not related to the legal advice you received, you can contact the Team Leader of GCLS or Anglicare Victoria's Community Services Manager on (03) 5135 9555. Please understand that in directing your complaint to Anglicare Victoria staff your confidential information may be passed to them as part of the investigation process. In this case, GCLS will seek your consent to your confidential information being passed on.

## Gippsland Community Legal Service

PO Box 619, Morwell, Victoria, 3840

**Freecall:** 1800 004 402

**Email:** [gcls@anglicarevic.org.au](mailto:gcls@anglicarevic.org.au)

**Phone:** (03) 5135 9550

**Web:** [gcls.org.au](http://gcls.org.au)

**Fax:** (03) 5135 9510